

Commonwealth of Virginia

Managed Services Program

Supplier Orientation

Agenda



Enabling Workforce Solutions

- Welcome
- ZeroChaos Commonwealth Program Team
- ZeroChaos Company Overview
- Program Overview
- Supplier Benefits
- Supplier Enrollment Process
- Important Dates
- Contract Information

ZeroChaos Commonwealth Team



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- Michael Werblun- Senior Vice President, Business Development
- Lisa Quattrini- Vice President, Business Development
- Andrea Myers- Vice President, Enterprise Solutions
- Jennifer Sargent- Director, Implementations
- Helen Seigfried- Regional Director Account Management / Service
- Bonnie Pettway- Director, Client Services (On-Site)
- Edward Carr- Contracts Specialist, Supplier Enrollment
- Ken Goodwin- Contracts Specialist , Supplier Enrollment

ZeroChaos Company Overview



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- ZeroChaos is a Managed Services Provider (MSP) specializing in contingent labor management solutions
- Vendor-neutral with no staffing company affiliation



Strictly Confidential

Program Overview



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- ZeroChaos will be the single point-of-contact with a dedicated account team
- ZeroChaos will act as the liaison and facilitate all contingent and SOW based engagements from requisition to settlement including the on-boarding (new hire), extension and off-boarding (termination) of workers, for all Agencies and Suppliers.
- A web-based vendor management e-procurement system, ZC Web, will be deployed to standardize, streamline and automate the entire labor procurement process, from requisition to billing.
- ZeroChaos is vendor-neutral and not affiliated with any staffing supplier.
- ZeroChaos will consolidate and automate the billing for all suppliers and submit a single monthly invoice to the Commonwealth. ZeroChaos will be paid by the Commonwealth, and in turn, be responsible for payment to all the suppliers.
- All suppliers will have their own user account to access and review orders, submit candidates, submit time & expense, review invoices and generate reports.

Program Benefits



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- **Technology** - access to ZeroChaos' user-friendly candidate, assignment, time and invoice tracking and reporting system; applicant tracking and skills matching capabilities; streamlined billing and payment processes resulting in reduction of administration, billing errors and payment cycle time
- **Efficiency** - centralized communications results in reduction of cost and time of each transaction; eliminate paper timesheets, expenses and invoices
- **Performance Enhancement** – built-in performance metrics and quarterly business reviews to help supplier improve or maintain their performance; improved intelligence and feedback on client's staffing needs
- **Access to ZC's Extensive Client Base** – access to other ZC clients' bids and/or programs if supplier fits the client's need; reduced sales efforts

Supplier Contract Requirements



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- **ZeroChaos Technical Contract Management Services Agreement**
- **Articles of Incorporation**
- **W9**
- **State business registration and Letter of Good Standing (with State Seal)**
- **Audited Financials**
- **General Company Overview**
- **Corporate Certification of Registration (SWaM)**
- **Certificate of Insurance – Need to list ZC and The Commonwealth as additional insured**
 - **Workers Compensation – \$1M**
 - **Commercial General Liability- \$1M**
 - **Commercial/Business Liability - \$1M**
 - **Umbrella/Excess Coverage (Employer Liability) -\$1M**
 - **Errors and Omissions - \$1M**
- **Completed EFT form**
- **Form 941- Most recent quarterly filing**

Important Dates



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Contract Distribution

- **March 25, 2010**

Contract Compliance Deadline

- **April 16, 2010 Supplier Training**
- **Week of May 17, 2010**

All New Orders

- **June 1, 2010**
- **New Contracts being written for incumbent workers**

Program Launch for Incumbent Workers

- **July 1, 2010**
- **Incumbent workers begin under new ZeroChaos contract**
- **Major IT projects will not transition until one of the following occurs: the engagement of the worker comes to a naturally scheduled end or the SMSA contract expiration date in November 2010, whichever comes first.**

Key Contacts



Enabling Workforce Solutions

ZeroChaos Team- Commonwealth Program Office

Phone: 877-316-7231

Fax: 407-373-7888

Email: COVPMO@zerochaos.com

- **Helen Seigfried - Regional Director**
- **Bonnie Pettway – Program Manager**
- **Ken Goodwin- Contracts**

Town Hall follow up questions should be sent via email

COVPMO@zerochaos.com

- **General questions and answers will be compiled and distributed to all attendees**
- **Supplier specific questions will be addressed individually**